GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1972
ANSWERED ON:29.11.2007
FACILITIES/ SERVICES AT THE METROPOLITAN AIRPORTS
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the customer satisfaction level at the airports in metropolitan cities, particularly at the Delhi and Mumbai airports is much below than the international standards;

(b) if so, the reasons therefor;

(c) the steps taken during the last three years to improve the facilities at these airports; and

(d) the steps proposed to be taken by the Government to further improve the services at these airports to bring them at par with international standards?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a)&(b): Customer satisfaction level on five point scale is measured through International Benchmarking & Customer Satisfaction Programme (ACI-ASQ) at the metro airports. The world average is 3.83 & 3.73 for international and domestic terminals respectively. At the metro airports it varies from 3.04 to 3.50 for international terminals and 3.09 to 3.58 for domestic terminals. Therefore, the Customer Satisfaction Level at metro airports are close to the world average. (c) Additional terminal and air side capacity have been developed at these airports towards improving the facilities.

(d) In the case of Delhi, Mumbai, Hyderabad and Bangalore airports, agreements have been entered into with the project companies under which they are obliged to improve the performance standard of the airport operations over a given time period, failing which penalties would be levied on them.